



## Behavioral Health Administration

Veronica Kelley, LCSW  
Director

Michael Knight, MPA  
Assistant Director

### Logging Into myAvatar

Accessing myAvatar outside of the county network requires a VPN connection. If you have previously have been issued VPN access you may continue to use it to establish a connection.

#### For users with VPN access:

After establishing a VPN connection, use Google Chrome or Internet Explorer (IE) and navigate to:

<https://dbhmis.sbcounty.gov/radplus/index.jsp>

#### Logging into myAvatar for the first time

Use the same link provided above.

Continue to use the same username that had been assigned to you during your training.

Your initial password will be exactly the same as your username and the password is case sensitive.

Update the **System Code** field for LIVE.

A screenshot of the myAvatar 2018 Sign-in web application. The interface is dark blue with white text. It features a "Server" dropdown menu set to "myAvatar - LIVE", a "System Code" text field containing "LIVE", a "Username" text field, and a "Password" text field. At the bottom are "Sign In" and "Exit" buttons.

myAvatar 2018

myAvatar Sign-in

Server  
myAvatar - LIVE

System Code  
LIVE

Username  
[ ]

Password  
[ ]

Sign In Exit

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Logging into myAvatar

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For example, if you're System Code in training was UAT36MH you will need to modify it to LIVE36MH.

A screenshot of a web application window titled "myAvatar 2018". The window has a dark blue background. At the top center is the "myAvatar Sign-in" logo, which includes a green stylized figure icon. Below the logo are four input fields: "Server" (a dropdown menu showing "myAvatar - LIVE"), "System Code" (a text box containing "LIVE36MH"), "Username" (an empty text box), and "Password" (an empty text box). At the bottom are two buttons: "Sign In" and "Exit".

myAvatar 2018

myAvatar Sign-in

Server  
myAvatar - LIVE

System Code  
LIVE36MH

Username  
|

Password

Sign In Exit

If you require addition assistance:

Email the DBH HelpLine at [DBH-IT-Helpdesk@dbh.sbcounty.gov](mailto:DBH-IT-Helpdesk@dbh.sbcounty.gov)

Call the DBH HelpLine at 909-386-9730 during working hours.

7:30 a.m. to 5 p.m., Monday through Friday